GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:251
ANSWERED ON:18.07.2017
State Consumer Helplines
K. Shri Parasuraman

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that a large number of State Consumer Helplines are not functional and if so, the details thereof;
(b) whether the Government has issued directions to State and District consumer fora to make them operational so as to address the grievances of people; and
(c) if so, the details thereof and the response from the concerned State/District fora?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) : Twenty-six State Consumer Helplines set up with the financial assistance from the Central Government are functioning presently, the list of which is at Annexure.

(b) & (c) : Question does not arise as the State Consumer Disputes Redressal Commissions and the District Consumer Disputes Redressal Fora are quasi-judicial bodies concerned with adjudication of complaints filed by the consumers and they do not handle matters relating to State Consumer Helplines.
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